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(71) Applicant:  
INTERNATIONAL BUSINESS MACHINES  
CORPORATION  
Armonk, NY 10504 (US)

(72) Inventors:  
• Bowater, Ronald John  
Romsey, Hampshire SO51 8ST (GB)

• Cobbett, Michael  
Eastleigh, Hampshire SO5 5RF (GB)  
• Porter, Lawrence Leon  
Lyndhurst, Hampshire SO43 7EA (GB)  
• Staton, Mervyn Anthony  
Sunnyvale, California 94086 (US)

(74) Representative:  
Davies, Simon Robert  
IBM  
UK Intellectual Property Department  
Hursley Park  
Winchester, Hampshire SO21 2JN (GB)

(54) Client-server system

(57) Using the Internet World Wide Web (WWW) network 320, a WWW Client 310 can communicate with a WWW Server 330 to request the reconfiguration of or to generate software which controls a voice processing application. A voice response system client communicates with a voice response system server to alter the configuration of the voice response system or control the execution of software on said voice response system which enables a voice application program to be generated. The output of the voice response system ordinarily destined for display on a visual display unit of a local terminal is directed to the voice response system server. The voice response system server forwards the

data to a voice response system client. The voice response system client generates data in a first format useable by said WWW client terminal from data in a second format received from said voice response system and generates data in said second format useable by said voice response system from data in said first format received from WWW client terminal, that is, the voice response system client dynamically generates HTML data from the data generated by the voice response system for transmission to and subsequent display at the WWW client terminal and visa versa.

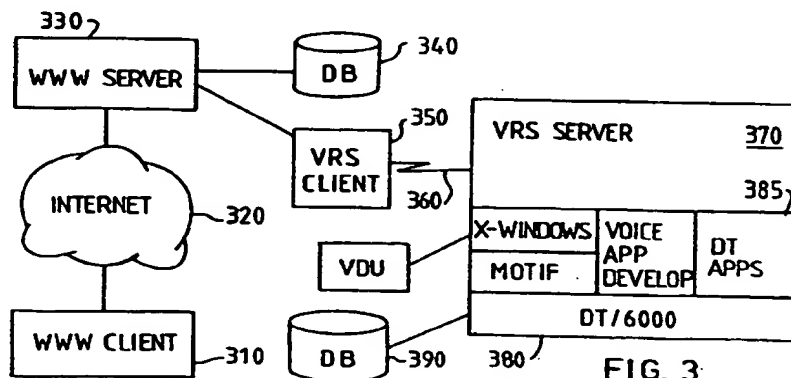


FIG. 3



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## EUROPEAN SEARCH REPORT

Application Number  
EP 96 30 7026

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Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
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A	GOLDAPER R M: "OPERATIONS TECHNOLOGY IMPACTS OF POTENTIAL NEW NETWORK CAPABILITIES" COMMUNICATIONS FOR THE INFORMATION AGE, HOLLYWOOD, NOV. 28 - DEC. 1, 1988, vol. 2, 28 November 1988 (1988-11-28), pages 1039-1043, XP000013921 INSTITUTE OF ELECTRICAL AND ELECTRONICS ENGINEERS	1-5	
			TECHNICAL FIELDS SEARCHED (Int.Cl.6)
			H04M
The present search report has been drawn up for all claims			
Place of search <b>THE HAGUE</b>		Date of completion of the search <b>25 October 1999</b>	Examiner <b>Megalou, M</b>
CATEGORY OF CITED DOCUMENTS		T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document	
X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document			

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**ANNEX TO THE EUROPEAN SEARCH REPORT  
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25-10-1999

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